

## 7-0020-EN-How do I use Canada Post to calculate my Ship...

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**Please note:** You must contact Canada Post to set-up an online merchant access Business Account - they will direct you to do this online yourself through their website - it only takes a few minutes.

Then you must request an **API "USERNAME" for the "Web / Online Rate Calculation API"**.

This API username is NOT the same as your Canada Post "Account ID" nor the "Web Login ID" you may have set-up already. Canada Post must set-up your API access for your account directly/manually on their end - then provide you with the API Username.

The API username may be similar to: "cpc\_XXXXXX" or other User ID that you then use in ShopFactory for setting up real time rate calculations.

Once you have obtained your credentials from Canada Post, please follow the steps below:

1. Open your shop in ShopFactory
2. Click *Central* dropdown (Properties) -> Contact Details
3. You must select "Canada" as your Country
4. Select your *State/Province* and enter all required information
5. Click Next -> Finish
6. Setup "Canada Post" using "**Combine multiple shipping providers**" option

- Open shop in ShopFactory - Click on the "*Central*" dropdown button (Properties) -> *Select Shipping Charges*

- Select "**Use a Provider**" - Click "Next" button - Select "**Combine Multiple Shipping Providers**"

- *Note:* you can still use this option even if you are only using one realtime shipping provider

- If you are setting up for the first time, you may need to enter your ShopFactory username and password -> then click "Next"

- Ensure you have entered the required fields accordingly i.e. select the correct weight unit, merchant Post Code/Zipcode is filled-in, merchant address if it is needed, etc.

- To enable "Canada Post" shipping, enter your User ID - it usually starts with "cpc\_xxxxxxxx" and then setup the countries that you wish to ship to:

- Click "**Save Settings**" button

- Preview your shop in External browser. Place a test order to check how shipping rates are calculated at checkout

**IMPORTANT:** Publish your shop again so that the changes are uploaded online.

### NOTE:

Merchant does not need to select shipping methods and handling cost in ShopFactory settings

wizard. It must be done in your Canada Post account by going to <http://sellonline.canadapost.ca/>  
Please take time to read "IMPLEMENTATION GUIDE" documentation.